

CENTRAL SCHOOL DISTRICT

Job Title: Technology Support Technician

Occupational Group: Instructional

Reports to: Technology Coordinator

Pay Range: 34

Board Approval: 7/18/2021

Work Year: 12 months

DEFINITION

Under the general supervision of the Technology Coordinator, serves as the primary point of contact for District employees and users; provides technical support and second-level problem resolution services for the operation and use of personal computers and peripheral equipment, District network infrastructure and standard operating software; and performs related duties as assigned.

QUALIFICATIONS

Education/Certification:

- Possession of a valid California Motor Vehicle Operator's License and insurability by the District's liability insurance carrier.
- Department of Justice clearance
- Current TB test with screening every 4 years to remain up to date
- Desired - Graduation from a college with a B.A or B.S in Computer Information Systems or the equivalent completion of a degree in specialized computer support.

Experience:

- Three (3) years of increasingly responsible experience in performing technical IT hardware, software and network support.

Knowledge and Abilities:

Knowledge of:

Methods and techniques for the installation, configuration and troubleshooting of hardware, software and network connectivity and VOIP phone system; resolving hardware and software problems and device errors and failures; principles, characteristics and practices of computer platform and network operating systems used by the District; standard software packages, including word processing, spreadsheet, presentation, graphics and database programs; help desk functions and software, policies and procedures; research techniques, methods and procedures; PC and server hardware, printers, operating systems a characteristics; methods and procedures for the development of system and user documentation and manuals; methods and procedures for the storage and inventorying of hardware and software; basic office methods and practices, including filing and record keeping; remain current with technology and industry hardware and software.

Ability to:

Troubleshoot, diagnose and resolve complex and ambiguous computer, PC hardware, software, network/server/VOIP and connectivity problems and failures of varying difficulty efficiently and effectively; obtain accurate and complete information from users in person and by telephone to identify their needs and problems and develop responses and solutions; set priorities and work independently without the need for more than minimum supervision; install and configure PCs, laptops, printers, other peripheral equipment, network/server/VOIP devices, presentation and instructional equipment and other technology tools; read and interpret complex diagrams, specifications and manufacturers' instructions for the operation and maintenance of technology equipment; operate computer and peripheral equipment; follow and apply detailed written and oral work instructions; communicate effectively, orally and in writing; prepare and maintain records and reports;

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Ability to continued:

exercise sound independent judgment and initiative within established guidelines; be flexible, problem solve and adjust assignments on short notice; conscientiously preserve the confidentiality of all proprietary and confidential data and information residing in the District, in accordance with Departmental and District policy, and state and federal law; establish and maintain cooperative working relationships with those contract in the course of the workday including staff, students and parents.

ESSENTIAL & REPRESENTATIVE –No one position will necessarily include all of these duties nor is any one position limited to any one or more of these duties:

1. Serves as a of contact for District employees and users requesting technical Assistance; refers the most complex problems to senior technology support techs and/or vendors for resolution. E
2. Advises District staff and demonstrates methods in the operation and use of technology. Recommends operational or procedural modifications to resolve issues. E
3. Installs, configures and maintains district servers; installs cabling, computers, operating and administrative software in accordance with peripheral equipment and associated software.
4. Diagnoses hardware malfunctions; replaces components and performs minor maintenance and repair; installs and configures and maintains replacement equipment.
5. Documents actions taken for tech request and resolution logs; maintains and distributes tech requests. E
6. Support the District's enterprise information systems environment and network infrastructure
7. Perform a wide range of installation, configuration, maintenance and service of district technology and infrastructure. E
8. Participate with other information systems staff in problem solving activities. E
9. Enters hardware, devices and software in the system/network management and inventory database.
10. Monitors and reviews new software and hardware products and tools. E
11. Prepares various reports, as required. E
12. Attends trainings and professional meetings.
13. Create and maintain network diagrams and maps.
14. Make recommendations for efficient use of server.

PRE-EMPLOYMENT PHYSICAL EXAMINATION

This position is subject to Board Policy 4112.4, which requires persons who are offered employment in certain classified positions to submit to pre-employment physical examinations.

WORKING CONDITIONS

Office environment, subject to constant interruptions; employees in this class spend prolonged periods of time at a computer terminal; employee may be exposed to communicable diseases; blood borne pathogens exposure and anti-social/hostile behavior. Employees typically perform their work in customers' offices, classroom and locations where the noise level is normally quiet. Some repair assignments are performed in close spaces and expose employees to airborne dust and particles and the risk of electrical shock.

PHYSICAL ABILITIES

Dexterity of hands and fingers to operate modern office equipment; sitting or standing for extended periods of time; bending at waist, kneeling or crouching; seeing to read a variety of materials; hearing and speaking to exchange information; reaching overhead, above shoulders and horizontally; ability to lift up to 40lbs; physical, mental and emotional stamina to endure long hours under sometimes stressful conditions.

PROFESSIONAL EXPECTATIONS:

1. Be responsible and adhere to appropriate technology use, upholding conscientious, sound judgement when using social media.
2. Wear appropriate and safe attire.
3. Maintain consistent, punctual and regular attendance.